

What we think about

Beyond Limits (Plymouth)



Easy read report summary

Please print each page on one side of paper



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Website

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This service provides a supported living service to people with a learning disability and autistic people, mental illness or physical disabilities in their own homes.

About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

What we think about this service



We checked this service between
26 May 2026 and 24 June 2026



We think this service is outstanding
(meaning very good).

1. Is the service safe?



For the question, 'Is the service safe?', we think this service is outstanding (meaning very good).



[Safeguarding]

Staff were really good at seeing when people were in danger and helping them.



[Involving people to manage risks]

People were involved in all decisions about their care and the risks they wanted to take.



[Safe systems, pathways and transition]

Staff worked really well with other services to keep people safe.



[Safe environments]

Where people lived and the equipment they used was designed for them. This helped people live more independently.



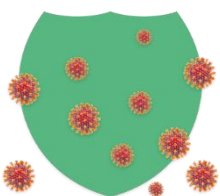
[Safe and effective staffing]

People chose the staff who worked with them.



[Safe and effective staffing]

Staff were recruited safely. The manager always employed the right staff



[IPC]

Staff involved people in ways to keep safe from infections.



[Medicines optimisation]

Staff helped people take their medicines safely.



[Learning culture]

Managers made sure people and staff could always say when something was wrong. Everyone learnt from mistakes together.

2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service is outstanding (meaning very good).

[Assessing needs]

Staff always involved people in working out what care and support they needed. This was checked regularly.

[Delivering evidence-based care and treatment]

The service always followed the best guidance to support people really well and helped health staff to do the same.

[Delivering evidence-based care and treatment]

Staff helped people to eat and drink in a healthy way and learn about this.





[How staff, teams and services work together]

Staff always worked well with people and other services to support people together.



[Supporting people to live healthier lives]

People got to see doctors or nurses when they needed it.

Staff helped people to get healthier.



[Monitoring and improving outcomes]

Managers often checked that people's care was right for them.



[Consent to care]

People were helped to make choices about their care.

3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is outstanding (meaning very good).



[Kindness, compassion and dignity]

People were treated with a lot of respect. Staff were very kind.



[Treating people as individuals]

All staff and managers were very good at understanding people's strengths and needs. They always treated people as individuals.



[Independence, choice and control]

People were supported to do the things they wanted to. They were always in control of their care.

Staff respected their choices.



[Responding to people's immediate needs]

Staff knew people very well so they were quick to help before they became uncomfortable or upset.

[Workforce wellbeing and enablement]

Managers helped staff to feel happy and safe at work. This helped them to give really good care.

4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service is outstanding (meaning very good).

[Person-centred care]

People's care was always about what they wanted to do and how they wanted to do it. This helped people to do things that were important to them.

[Care provision, integration, and continuity]

Very person-centred care was always given to people. Everyone knew how people wanted their care and always worked together to provide this.

[Providing information]

People always got information about their care that was right and in a way they could understand.

Staff knew well how to help people to communicate.



[Listening to and involving people]

It was easy for people and families to say if something needed to be better. Managers listened to them and tried to put things right.



[Equity in access]

People could always use the service and get their care easily.



[Equity in experiences and outcomes]

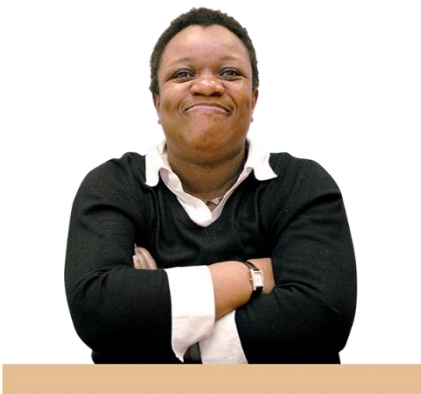
Staff were very good at understanding people's rights. People were always treated fairly.



[Planning for the future]

Staff were very good at helping people to make decisions about their future. They helped people make plans about how they wanted to be supported if they became very ill.

5. Is the service well-led?



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service is outstanding (meaning very good).

[Shared direction and culture]

People were at the centre of the service and all staff understood this. Everyone worked to give people very good care all the time.

[Capable, compassionate and inclusive leaders]

People knew who was in charge of the service. People said the managers were excellent.

[Freedom to speak up]

People and staff were always listened to when they said something was wrong. Managers helped to make sure everyone felt comfortable saying this.



[Workforce equality, diversity and inclusion]

Managers were very good at treating staff well and making them feel included in the service.



[Governance, management and sustainability]

Managers always completed excellent checks to make sure the service worked well at all times.



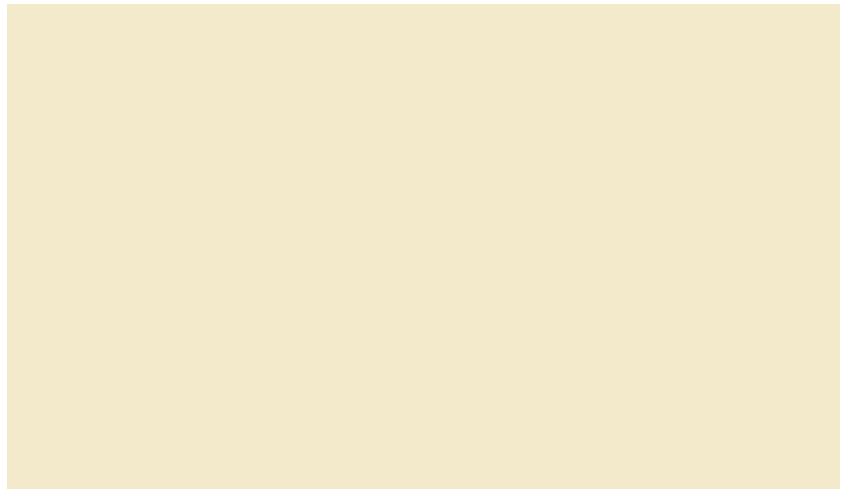
[Partnerships and communities]

Staff and managers always worked really well with other services to provide very good care to people. This made people's lives better.



[Learning, improvement and innovation]

Managers and staff kept learning and used new ideas to make the service better. They always listened to people to know what to make better.



What happens next?



We have not asked this service to make any changes.



We will go back to check this service again.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone

03000 61 61 61

Email

enquiries@cqc.org.uk

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.